



About the Baldridge Performance Excellence Program

Created by Congress in 1987, the Baldridge Program helps organizations improve and succeed in the competitive global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the greater Baldridge community, the Baldridge Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by teams of trained experts, presentations and workshops on how to improve, and conferences and other events that showcase best management practices.

Baldridge in Louisiana

- **8 Louisiana applicants for the Baldridge Award (2005–2015)**
- **1 Louisiana award applicant in 2015 represents 1,538 jobs, 9 work locations, an estimated \$1.48 million in revenues/budgets, and roughly 86,000 customers served.**
- **2 Baldridge examiners from Louisiana volunteered over \$30,000 in services in 2015.**

Louisiana National Role Model

DynMcDermott Petroleum Operations Company, 2005

Success Story

DynMcDermott Petroleum Operations Company

From 1993 to 2014, DynMcDermott Petroleum Operations Company (now DM Petroleum Operations Company) operated and maintained the U.S. Strategic Petroleum Reserve (SPR), a cache of up to 700 million barrels of crude oil. The U.S. Department of Energy's (DOE) oil reserve was designed as "energy insurance" against disruptions to the availability of crude oil. With a budget for 2006 of \$113 million and just over 500 employees in Louisiana, Texas, and Mississippi, DM worked exclusively for the DOE. When Hurricane Katrina caused DM to relocate operations from New Orleans to Beaumont, Texas, the SPR began delivering oil within 5 days to refineries in the Gulf Coast region, which normally get oil from the Gulf of Mexico.

Selected Results

- Longest-running management and operations contractor in the SPR's 30-year history
- Improvement in drawdown readiness from 95% to 99% or better over 3 years
- Improvement in overall customer satisfaction from 67% to 85% (on a 90% scale) over 6 years

Louisiana Quality Foundation

The Alliance for Performance Excellence (<http://www.baldrigepe.org/alliance/>), a network of regional, state, and local Baldridge-based programs, serves organizations from all industry sectors and nearly all U.S. states. These programs rely on the Baldridge Program for the Baldridge Excellence Framework and other resources but operate without financial support from the Baldridge Program. The Louisiana Quality Foundation (<http://www.louisianaquality.org/>) was formed in 1995 as a nonprofit to be a nurturing organization providing performance excellence opportunities to Louisiana organizations. It is a nonprofit corporation of volunteers from the business, government, education, manufacturing, and services sectors who administer the award process.

2009–2014 Louisiana Performance Excellence Award Recipients

DM Petroleum Operations
Lafayette General Medical Center
Our Lady of Lourdes Regional Medical Center
St. Elizabeth Hospital

AHCA/NCAL National Quality Award Winners in Louisiana

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long term and postacute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Kaplan Healthcare Center (2015, Silver)
New Iberia Manor South (2015, Silver)
Vivian Healthcare Center (2015, Silver)
Baton Rouge Health Care Center (2015, Bronze)
Bayou Vista Community Care Center (2015, Bronze)
Camelot Brookside (2015, Bronze)
Oak Haven Community Care Center (2015, Bronze)
Old Jefferson Community Care Center (2015, Bronze)
Marrero Healthcare Center (2014, Silver)
Thibodaux Healthcare Center (2014, Silver)
Kentwood Manor Nursing Home (2014, Bronze)
Northridge Care Center (2014, Bronze)
Zachary Manor Nursing and Rehabilitation Center, LLC (2014, Bronze)
Garden Court Healthcare (2013, Bronze)
Heritage Manor of Bossier (2013, Bronze)
Heritage Manor of Franklinton (2013, Bronze)

Baldrige in the U.S.

- **Organizations from all sectors and of all sizes use the Baldrige Excellence Framework to achieve their success and sustainability goals.**
- **U.S. organizations applying for the Baldrige Award have received 1,639 feedback reports detailing organizational strengths and opportunities for improvement.**
- **102 Baldrige Award recipients share their role-model practices with other organizations.**
- **2010–2015 applicants represent 567,434 U.S. jobs, 2,665 work sites, more than \$142 billion in revenues/budgets, and an estimated 449 million customers served.**
- **349 national Baldrige examiners volunteered roughly \$5.3 million in services in 2015.**
- **In 2014, more than 30 independently funded and managed regional, state, and sector Baldrige-based programs evaluated 1,210 organizations using 2,152 volunteer examiners.**